

ATTACHMENT 1
QUALITY CONTROL PLAN

1. General.

This quality control plan has been developed to provide effective and systematic surveillance of all aspects of the contract. The objective of this plan is to evaluate how the contractor is performing in all areas. The methods of surveillance are inspection, checklist and validated customer complaint. The required Services Chart (RSC), Figure 1-Q, shows required services, minimum requirements for acceptable performance of each and method of surveillance.

The RSC specifies the value of each service as a percentage of the schedule price. Should unacceptable performance occurs, these percentages will be used in determining appropriate payment reductions in accordance with the Addendum to FAR clause 52.212-4, Contract Terms and Conditions - Commercial Items, Item 34, Inspection of Services. When a specific element identified as a required service contains more than one sub-element, the contracting officer may make a determination of the diminished value for the entire element. The percentages outlined in Figure Q-1 are the maximum percentages available for reducing the contractor's monthly payment when services are determined to be defective. The contracting officer may use reduces percentages providing they are reasonable, supportable, well documented and analytically sound.

2. INSPECTION GUIDELINES.

a. The following guidelines are compiled for the schedule. The schedule is based on 25 percent inspection of all shipments or as many shipments as can be inspected for any given month. To ensure equitable distribution of inspections during the month, the following guidelines are applicable, for required schedule and should be followed:

Documentation Procedures.

a. MT Form 360-R, Report of Contractor Services, Figure 2-Q. This form will be used to record inspection results. Each inspection will be recorded in duplicate. The form is preprinted with the specific services required for each schedule. Following are instruction on preparation and distribution of this form:

(1) Enter the contractor's name, owner's name, rank, address, the
call number assigned to the shipment and date/time of the shipment in appropriate spaces.

(2) Mark the service inspected with an acceptable (A) or unacceptable (U) in the appropriate space. The details of any unacceptable observation or defects discovered shall be recorded in the Remarks section of the form. If additional space is needed, continue on the reverse of the form. In Block 12, Reference, list the appropriate paragraph(s) covering the unsatisfactory service. If any service on the report is not inspected, mark "NR" in the appropriate

space. This service would be considered acceptable for reporting purposes.

(3) If a defect is observed, the inspector will notify the COR. Blocks 15 and 16 will be completed by them and the inspector will sign in Blocks 17 and 18. If the contractor's representative declines to sign Blocks 15 and 16, the inspector will record the time and date on the form and initial.

(4) If the contractor's representative indicates the defect was caused by Government action, the inspector will evaluate the contractor's position. If contractor's position is found valid, the unacceptable rating will be changed to acceptable and actions will be documented on the back of the form. If the defect is determined to be the contractor's fault, the service will remain marked as unacceptable.

b. MT Form 352-R, Contract Discrepancy Report, Figure 3-Q. For unsatisfactory or unacceptable services the form will be completed as follows and forwarded to the contracting officer for action: Block 1 - enter contract number; Block 2 - enter call number; and Block 6 - give description and list specific paragraphs from PWS. Other blocks are self-explanatory.

c. MT Form 354-R, Surveillance Activity Checklist, Figures 6-Q. This form will be used by the inspector (quality control evaluator) to document unsatisfactory service and untimely reports submitted by the contractor. This form, along with the CDR, will be forwarded to the contracting officer for further action.

d. Customer Complaint Form, Figure 7-Q. This form was developed to record customer complaints. All customer complaints found to be in violation of the PWS will be annotated on the customer complaint form. (AF installations will use AF Form 714). Form should be used as follows:

(1) Each customer's complaint will be evaluated. The validation process will include contracting complaint and/or reviewing all documents pertaining to the particular service in question.

(2) All customer complaints found to be in violation of the PWS will be annotated and forwarded to the contracting officer for action.

4. Distribution of Forms. Following will be forwarded to the contracting officer for appropriate action not later than the 5th workday of the following month:

Original copy of MT Form 360-R, Report of Contractor Services, MT Form 352-R, Contract Discrepancy Report, MT Form 354-R, Surveillance Activity Checklist and Customer Complaint Form.

Copies of all documents listed above will be retained in the contractor's file for future reference.

REQUIRED SERVICES CHART

SCHEDULE	REQUIRED SERVICE			MAX % OF DEDUCTION	METHOD OF INSPECTION
	I	II	III		
Quality Control	2	2	2	Inspection	
Premoved Survey	9	N/A	9	Customer Inspection	
Weighing	5	N/A	5	Inspection	
Weighing-PBP&E	2	N/A	I	Inspection	
Reweighing	N/A	8	N/A	Inspection	
Timely Pickup	10	N/A	8	Inspection/Customer	
Timely Delivery	N/A	13	8	Inspection/Customer	
Packing Material	9	N/A	6	Inspection	
Packing	10	N/A	8	Inspection	
Preparation Inventory	5	N/A	5	Inspection	
Appliance Svc/Materials	2	5	3	Inspection	
Containerization	11	N/A	N/A	Inspection	
Vehicles/Equipment	5	5	5	Inspection	
Loading	7	N/A	8	Inspection	
Container Marking	6	N/A	N/A	Inspection	
Container Remarketing	N/A	10	N/A	Inspection	
Storage Service	5	9	N/A	Inspection	
Unloading	N/A	10	8	Inspection	
Unpacking	N/A	10	8	Inspection/Customer	
Removal of Debris	N/A	8	5	Inspection/Customer	
Recording Loss/Damage	N/A	8	5	Inspection	
Documentation	6	6	6	Checklist	
Provide Reports	<u>6</u>	<u>8</u>	<u>N/A</u>	Checklist	
Total Per Schedule	100	100	100		

Figure 1-Q

